State of Texas

Department of Information Resources

Exhibit 3.2

Service Level Definitions

Multi-Sourcing Services Integrator
DIR-ESS-MSI-407

May 27, 2020

Change Log			
CCR/CN	Amendment	Date	Description
CN-00743	N/A	8/30/2018	Updated sections: • A.3, Service Catalog Management changing "committed" to "agreed upon" timeframes and updated the MSL and ESL from TBD to 90% and 95%. • A.11, Invoice Dispute algorithm and collection process language revisions. • B.5.B, Constituent Help Desk (Email), algorithm section updated from seconds to hours. • B.6, Solution Proposal Delivery, added extra small bullet in the metric description. • B.7, Solution Implementation, changed metric exclusion to N/A and replace "change" with Project (PPM) in the algorithm and collection process sections. • B.8, Change Management Effectiveness, updated metric exclusions from N/A to "Change Request tickets to implement Filters/Signatures (measured in MSS A.5.1)". • B.11, DR Test Report Delivery, revised web form language in the collection process and reporting tools. • B.12, DR Test Plan Objectives Met, revised web form language in the collection process and reporting tools.
CCR-000386	Amendment 6	4/20/2020	Updated sections: • Removed all references to Expected Service Levels • A.4, Resolution Time – Sev 1 and 2 – Enterprise language revisions to reflect NexGen DCS Sev 1 and 2 resolution timeframes by Service Tier for: share type and corresponding metrics, metric inclusions and data sources; and updated the MSL. • A.5 Resolution Time – Sev 3 and 4 – Enterprise updated Service Level Type from CSL to KSL; • Added A.5 Solution Implementation (updated Service Level Type from KSL to CSL) language revision for share type and corresponding metric(s) and updated MSL • A.7 Service Request Fulfillment – Enterprise language revision for share type and corresponding metric(s) and updated MSL • A.9 Root Cause Analysis revised Service Level Name to "Chronic Incidents: Root Cause Analysis, Corrective Actions and Recidivist Rate", language revisions for share type and corresponding metric(s) and metric description, metric inclusions and data sources (TBD), algorithm, collection process and updated MSL • A.10 Corrective Actions – Enterprise merged with updated A.9 Service Level • Added A.10 Auto Provisioning Accuracy and Timeliness – Enterprise • A.11 Invoice Dispute Resolution updated Service Level Type from CSL to KSL • A.12 Data Quality – Enterprise updated Service Level

Change Log			
CCR/CN	Amendment	Date	Description
			Type from CSL to KSL • B.6 Solution Proposal Delivery B.6 language revisions for share type and corresponding metric(s) and updated MSL • B.7 Solution Implementation updated from CSL to KSL • Added B.7 Resolution Time – Sev 3 and 4 – Enterprise (updated from CSL to KSL) language revisions to reflect NextGen DCS Sev 3 and 4 resolution timeframes by Service Tier for: share type and corresponding metric(s), metric inclusions and data sources; and updated MSL to align with NexGen DCS • B.8 Change Management Effectiveness – Enterprise language revision for share type and corresponding metric(s) and updated MSL • B.9 Chronic Enterprise merged with updated A.9 Service Level • Added B.9 Data Quality – Enterprise (updated Service Level Type from CSL to KSL) language revisions for share type and corresponding metric(s) and updated MSL • B.11 DR Test Report Delivery updated share type and corresponding metric(s) • B.12 DR Test Plan Objectives Met updated share type and corresponding metric(s) • B.13 License and Maintenance Renewal Timeliness – Enterprise language revisions for corresponding metric(s) and updated MSL • Added B.14 Accurate Incident Assignment Added B.15 Invoice Dispute Resolution – Enterprise (updated Service Level Type from CSL to KSL) language revisions for corresponding metric(s) and updated MSL
CCR-000XXX	N/A	5/27/2020	• Updated Change Management Effectiveness, Metric Exclusion language to add “and/or Patches (measured in MSS A.5.6)”. • Updated License and Maintenance Renewal Timeliness – Enterprise, Service Desk Customer Satisfaction and Constituent Help Desk Customer Satisfaction to remove language related to ESL in the Algorithm sections. • Updated New Service Offering - Request Fulfillment language from change records to project records in the collection process section.

Table of Contents

1 CRITICAL SERVICE LEVELS

This Section sets forth qualitative descriptions of the Critical Service Levels. The numerical Minimum Service Levels and commencement of obligations associated with such Critical Service Levels are set forth in **Exhibit 3.1 Service Level Matrix**.

A.1 NEW SERVICE OFFERING – REQUEST FULFILLMENT

SERVICE LEVEL NAME		
New Service Offering - Request Fulfillment		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "New Service Offering - Request Fulfillment" measures the percentage of time Service Provider successfully implements New Service Offerings within the committed timeframes.	
METRIC INCLUSIONS and DATA SOURCES	New Service Offerings shall be an agreed upon set of Service Requests as specified in the SMM.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	90.00%	
ALGORITHM	The Service Level calculation for "New Service Offering - Request Fulfillment" is, for a given Measurement Window, the total number of New Service Offerings – Request Fulfillment that are implemented within the committed timeframes, divided by the total number of New Service Offerings scheduled for implementation during such Measurement Window plus all uncompleted New Service Offerings scheduled to be implemented in a prior Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Requests for New Service Offerings – Request Fulfillment will be initiated via a request for solution. When the solution proposal is approved, a Project record will be created. Final sign-off approvals will be tracked in the Digital MSI Service Management system. Upon completion of the post implementation review, the MSI Program Manager will close the Project record. Data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system	

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Plan/Build
METRIC OWNER	
METRIC REPORTING	☐ Monthly ☒ Quarterly ☐ Semi Annual

A.2 Onboarding Request Fulfillment – DIR Customer/Service Component Provider

SERVICE LEVEL NAME		
Onboarding Request Fulfillment – DIR Customer/Service Component Provider		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Onboarding Request Fulfillment – Customer / Service Component Provider" measures the percentage of time Service Provider successfully completes Onboarding requests within the committed timeframes.	
METRIC INCLUSIONS and DATA SOURCES	Onboarding requests shall be an agreed upon set of Service Requests with corresponding timeframes specified in the SMM.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	90.00%	
ALGORITHM	The Service Level calculation for "Onboarding Request Fulfillment – DIR Customer/Service Component Providers" is, for a given Measurement Window, the total number of Onboarding requests that are completed within the committed timeframes, divided by the total number of Onboarding requests scheduled for completion during such Measurement Window plus all uncompleted Onboarding requests scheduled to be completed in a prior Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Requests to Onboard Customers and SCPs will be logged and tracked in the MSI Service Management system as a Service Request. Onboarding requests will be categorized and assigned to teams who will work to onboard the Customer or SCP, and progress the request through the Request Management lifecycle. Onboarding request data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	
PERFORMANCE CATEGORY	Plan/Build	
METRIC OWNER		

METRIC REPORTING	☐ Monthly ☒ Quarterly ☐ Semi Annual

A.3 Service Catalog Management

SERVICE LEVEL NAME		
Service Catalog Management		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Service Catalog Management" measures the percentage of time updates to the Service Catalog are completed within the agreed upon timeframes.	
METRIC INCLUSIONS and DATA SOURCES	All requests to update the Service Catalog.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	90.00%	
ALGORITHM	The Service Level calculation for "Service Catalog Management" is the total number of Service Catalog update requests that are completed within the agreed upon timeframes, divided by the total number of completed Service Catalog update requests plus the total number of open Service Catalog update requests that have exceeded the agreed upon timeframes, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if a Service Catalog update request is opened within the current Measurement Window, but its agreed upon timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Catalog update request is actually completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open Service Catalog update request that has exceeded the agreed upon timeframe is also carried forward into subsequent Measurement Windows as a breach until completed; if it is completed within twenty-eight (28) days following its relevant completion timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the agreed upon timeframes in each subsequent Measurement Window's calculation until completed.	
COLLECTION PROCESS	Requests to update the Service Catalog will be logged and tracked in the Digital MSI Service Management system as a Service Request. Service Catalog update requests will be categorized and assigned to teams who will work to update the Service Catalog and progress the request through the Request Management lifecycle. Service Catalog data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	

REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Customer Experience
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.4 Resolution Time – Sev 1 and 2 – Enterprise

SERVICE LEVEL NAME		
Resolution Time – Sev 1 and 2 – Enterprise		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	Texas Private Cloud (TPC) Service Components Mainframe Service Components Print, Mail, and Digitization (PMD) Service Components Public Cloud Manager (PCM) Service Components Security Operations (SecOps) Service Components Texas.gov Service Components Technology Solution Services (TSS) Service Components MSS Service Components MSI Service Components
METRIC DESCRIPTION	The Service Level for "Resolution Time – Sev 1 and 2 – Enterprise" measures the percentage of time Service Provider Resolves Severity Levels 1 and 2 Incidents within the applicable timeframes. If an Incident is escalated to Severity 1 or 2, then the Resolution Time clock restarts upon escalation to Severity 1 or 2. See the SMM for how to measure performance when the Severity Level of an Incident changes.	

METRIC INCLUSIONS and DATA SOURCES

The applicable resolution timeframes are listed below. Timeframe for resolution shall be based on the tier designation for the highest Server Instance associated with the Incident. All Mainframe Incidents will be measured as the Gold Tier Consolidated.

Includes all Severity 1 Incidents:

Premier Plus	≤ 2 hour	
Premier	≤ 3 hours	
Standard	≤ 4 hours	
Sandbox	≤ 6 hours	
Remote Premier	≤ 6 hours	(located outside of Consolidated Data Centers or Cloud Service Provider Locations)
Remote Standard	≤ 6 hours	(located in Consolidated Data Centers or Cloud Service Provider Locations)

Includes all Severity 2 Incidents:

Premier Plus	≤ 3 hours	
Gold	≤ 4 hours	
Standard	≤ 6 hours	
Sandbox	≤ 8 hours	
Remote Premier	≤ 8 hours	(located outside of Consolidated Data Centers or Cloud Service Provider Locations)
Remote Standard	≤ 8 hours	(located in Consolidated Data Centers or Cloud Service Provider Locations)

METRIC EXCLUSIONS

Incidents related to Mainframe Batch Job ABENDs, backups (in any Service Component), or Print-Mail Equipment.

Incidents related to SCPs with a Key Service Level Type for this Related Service Level.

HOURS OF MEASUREMENT

24 hours or 8:00AM – 5:00 PM (Semi-Managed)

DAYS OF MEASUREMENT	365(366) or Business Days (Semi-Managed)
MINIMUM SERVICE LEVEL	98.00%
ALGORITHM	The Service Level calculation for "Resolution Time – Sev 1 and 2 – Enterprise" is the total number of Severity 1 and 2 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of Resolved Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows as a breach until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until resolved.
COLLECTION PROCESS	Incidents will be logged and tracked in the Digital MSI Service Management system. Incidents will be categorized and assigned to teams who will work to resolve and progress the Incident through the Incident Management lifecycle. Incident data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.5 Solution Implementation

SERVICE LEVEL NAME		
Solution Implementation		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components TSS Service Components MSS Service Components Texas.gov Service Components MSI Service Components
METRIC DESCRIPTION	The Service Level for "Solution Implementation" measures the percentage of time Service Provider successfully implements a Solution Request within the committed timeframe. All phases of the Solution implementation process are included in this measure.	
METRIC INCLUSIONS and DATA SOURCES	The committed timeframe is that timeframe specified in the proposal (as further described in the "Solution Proposal Delivery" Service Level) or otherwise as agreed by the requester.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	97.00%	

ALGORITHM	The Service Level calculation for "Solution Implementation" is the total number of projects that are successfully implemented within the committed timeframes, divided by the total number of projects implemented plus the total number of projects that have passed the committed timeframe, with the result expressed as a percentage. Projects will be reported in the Measurement Window in which the associated Project (PPM) ticket is closed, allowing sufficient time to determine if the project was successful. For purposes of clarity, note the following: (a) if a project is assigned within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such project is actually implemented in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an uncompleted project is also carried forward into subsequent Measurement Windows as a breach until implemented; if it is implemented within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until implemented.
COLLECTION PROCESS	When the solution proposal is approved, a Project (PPM) record will be created. Final sign-off approvals will be tracked in the Digital MSI Service Management system. Upon completion of the post implementation review, the MSI Program Manager will close the Project (PPM). Solution implementation data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Customer Experience
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.6 Time to Initiate Major Incident Response Team (MIRT) Bridge

SERVICE LEVEL NAME		
Time to Initiate MIRT Bridge		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Time to Initiate MIRT Bridge" measures the percentage of time the MSI communicates technical bridge information to the resolver and customer teams, and opens the bridge within 15 minutes of declaration of a MIRT. Trigger events that are used to declare a MIRT will be maintained in the SMM.	
METRIC INCLUSIONS and DATA SOURCES	Includes all MIRTs for all DIR Shared Services. Data source for technical bridge communication is the date/time stamp of the ServiceNow MIRT declaration. Data source for bridge initiation is the time the bridge is opened as recorded in ServiceNow.	
METRIC EXCLUSIONS	Incidents where a MIRT is not declared.	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	90.00%	
ALGORITHM	The Service Level calculation for "Time to Initiate MIRT Bridge" is the total number of MIRTs initiated within 15 minutes of MIRT declaration, divided by the total number of MIRTs initiated, with the result expressed as a percentage.	
COLLECTION PROCESS	Incidents will be logged and tracked in the Digital MSI Service Management system. Incidents will be categorized and assigned to resolver teams who will work to resolve and progress the Incident through the Incident Management lifecycle. When a MIRT is declared, notifications in the form of a calendar invitation will be sent to participants, and the bridge will be opened by the Major Incident Manager. Incident data will be loaded into the Digital MSI Service Level Management Reporting system on a daily basis where the Service level result will be calculated and reported based on appropriate measurement criteria.	
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	
PERFORMANCE CATEGORY	Incident and Problem	

METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.7 Service Request Fulfillment – Enterprise

SERVICE LEVEL NAME		
Service Request Fulfillment – Enterprise		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components Texas.gov Service Components TSS Service Components MSS Service Components MSI Service Components
METRIC DESCRIPTION	The Service Level for "Service Request Fulfillment – Enterprise" measures the percentage of time Service Provider successfully completes Service Requests (which are defined as requests that do not require solution proposal development; examples of such requests include provisioning ID access, password resets, Service Catalog requests) within the target timeframes. Specific target timeframes are maintained in the SMM.	
METRIC INCLUSIONS and DATA SOURCES	Service Requests shall be an agreed upon set of service requests as specified in the SMM.	
METRIC EXCLUSIONS	Service Requests related to SCPs with a Key Service Level Type for this Related Service Level.	
HOURS OF MEASUREMENT	As maintained in SMM	
DAYS OF MEASUREMENT	As maintained in SMM	
MINIMUM SERVICE LEVEL	96.00%	

ALGORITHM	The Service Level calculation for "Service Request Fulfillment–Enterprise" is the total number of Service Requests that are completed within the committed timeframes, divided by the total number of completed Service Requests plus the total number of open Service Requests that have exceeded the committed timeframes, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if a Service Request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Service Request is actually completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open Service Request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until completed; if it is completed within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	Requests that do not require a solution proposal will be logged and tracked in the Digital MSI Service Management system as a Service Request. Service Requests will be categorized and assigned to teams who will work to fulfill the Service Request, and progress the request through the Request Management lifecycle. Service Request data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.8 MSI Shared Services Systems Availability

SERVICE LEVEL NAME		
MSI Shared Services Systems Availability		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "MSI Shared Services Systems Availability" measures the percentage of time the service management systems and associated components are available during the scheduled hours of operation.	
METRIC INCLUSIONS and DATA SOURCES	MSI Shared Services Systems and related CI availability requirements are identified in the CMDB. Scheduled hours of operation and maintenance windows for each element will be maintained in the SMM.	
METRIC EXCLUSIONS	Failures that do not result in any Application incurring Downtime.	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	99.70%	
ALGORITHM	The Service Level calculation for "MSI Shared Services Systems Availability" is, for any given Measurement Window, the sum of Actual Uptime for the MSI Shared Services Systems, divided by the sum of Critical Uptime for the MSI Shared Services Systems during such Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	If an outage event occurs it will be identified by the Digital MSI event management tool or by a user initiated Incident, and tracked to resolution via an incident ticket in the Digital MSI Service Management system. The MSI will improve the Incident record quality, including creation of unavailability records with accurate start time and stop time, via root cause analysis for Severity 1 and 2 Incidents, and the use of tools if such tool data is available. For reporting purposes, required data elements will be collected from each of the data sources. For example: ▪ Digital MSI Service Management system - Incident number, Incident summary, Incident resolution description, Resolution Time, impacted CI name(s), actual outage start time, actual outage stop time, and outage duration ▪ Digital MSI CMDB - server instances and related CIs supporting the impacted application ▪ MSI Service Management Manual - maintenance schedules, hours of operation Data will be loaded by the Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria. Manual input will be considered for purposes of supplementing collected data where necessary.	

REPORTING TOOLS	Digital MSI event management tool Digital MSI CMDB Digital MSI Service Management system Digital MSI Service Level Management Reporting system MSI Service Management Manual
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.9 Chronic Incidents: Root Cause Analysis, Corrective Actions, and Recidivist Rate-Enterprise

SERVICE LEVEL NAME		
Chronic Incidents: Root Cause Analysis, Corrective Actions, and Recidivist Rate – Enterprise		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components Texas.gov Service Components TSS Service Components MSS Service Components MSI Service Components
METRIC DESCRIPTION	Incidents affecting Service and security operations and monitoring, online batch or otherwise, are promptly addressed, prioritized and resolved to the satisfaction of DIR or DIR customers and do not reoccur or cause corollary issues to occur as a result of the repair to the element that was the root cause of the Incident. This SLA measures the number of times the same Configuration Item experiences an Incident due to the same circumstance, reason or cause. Once a Root Cause Analysis (RCA) is triggered for an incident, the incident is then qualified for inclusion in this SLA measurement. Recurring incidents will be counted against this SLA regardless whether the RCA is completed yet or whether the corrective actions have been completed yet. The intent of the SLA is to incentivize prompt and accurate root cause analysis and associated corrective actions.	
METRIC INCLUSIONS and DATA SOURCES	{TBD}	
METRIC EXCLUSIONS		
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	99.00%	
ALGORITHM	The Service Level calculation for “Chronic Incidents: Root Cause Analysis, Corrective Actions, and Recidivist Rate” is the total number of RCAs initiated within the current and 2 prior measurement windows minus Number of RCAs that that had an additional incident due to the same circumstance, reason, or cause divided by the total number of RCA’s initiated from rolling 3 months, with the result expressed as a percentage.	
COLLECTION PROCESS	{TBD}	
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system	

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.10 Auto Provisioning Accuracy and Timeliness – Enterprise

SERVICE LEVEL NAME		
Auto Provisioning Accuracy and Timeliness – Enterprise		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components PCM Service Components Texas.gov Service Components TSS Service Components MSS Service Components MSI Service Components
METRIC DESCRIPTION	Ensure that all auto-provisioning operations in the Service Catalog for servers, storage, network and other designated Services are provisioned and delivered accurately within the established timelines documented in the SMM. Services must adhere to established DCS standards inclusive of all tools, monitoring elements, CMDB reporting and security requirements. Services must adhere to DCS Customer requirements inclusive of timeliness, quality and accuracy considerations. This SLA measures self-provisioned Services only. Auto-provisioning is defined as the fully or substantially automated delivery of a complete Service to the Requester; auto-provisioning requires little to no manual intervention to deliver a fully functioning Service to the Requester. Auto-provisioning includes all service components, configuration requirements, monitoring, reporting, and security to support full functionality and service readiness to Requestor. Readiness for service requires all technical elements of any Service provisioning request are completed in full, comply with established DIR Service and security standards, are verified within the DCS environment, and Service element attributes are auto-discovered and recorded in the CMDB and reported via the DIR SIEM and/or Security monitoring tools. Time measurement is from receipt of the provisioning request from the Service Catalog through visibility of the provisioned Service elements on the network and presentation of access credentials to the Requester. Late Service provisioning is defined as anything greater than the provisioning request timeframe as committed by the Successful Respondent to the Requester and documented in the SMM. Accuracy will be determined by acceptance of the Service by the Requester based on criteria as documented in the SMM.	
METRIC INCLUSIONS and DATA SOURCES AND DATA SOURCE	{TBD}	
METRIC EXCLUSIONS	{TBD}	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	97.50%	

ALGORITHM	The Service Level calculation for "Auto Provisioning Accuracy and Timeliness" is the total number of Service Catalog auto-provisioning requests minus the number of scheduled auto-provisioning requests successfully provisioned within SMM Defined Turnaround Times divided by the total number of scheduled Service Catalog auto-provisioning requests, with the result expressed as a percentage.
COLLECTION PROCESS	{TBD}
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

A.11 Software License Compliance Position Reporting

SERVICE LEVEL NAME		
Software License Compliance Position Reporting		
SERVICE LEVEL TYPE	Critical Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Software License Compliance Position Reporting" measures the percentage of software products accurately reporting a license compliance position.	
METRIC INCLUSIONS and DATA SOURCES	DIR or DIR Shared Service Customer licensed software products in use for DIR Shared Services. The source for the number of software products in use is the CMDB. The source for the number of software products reporting a license compliance position is the MSI's Software License Compliance tool. "**Accurate**" means the software product reported is in use and the compliance position reported is accurate according to the proof of entitlement contained in the MSI's Software License Compliance tool. Where proof of entitlement is not in the tool, but documentation exists to demonstrate the MSI was provided the entitlement, then that software product position would be considered inaccurate and the SLA was not met.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	80.00%	
ALGORITHM	The Service Level calculation for "Software License Compliance Position Reporting" is the total number of software products that are reporting an accurate license position divided by the number of software products that are in use during the applicable Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	The MSI will receive electronically discovered Commercial Off the Shelf (COTS) software usage by the SCPs. Additionally, the MSI will receive usage data, from SCPs, which has been collected via vendor required software license compliance tools. MSI will populate the Manual Addition Template (MAT) file, which will be loaded to MSI Software License Compliance tool. Proof of entitlement records provided by Customers, MSI, and SCPs where they are financially responsible as part of the DIR Shared Services Program, will be stored in the Digital MSI Service Management System. Usage for commercially licensable products will be matched with entitlements within the Digital MSI Software License Compliance tool creating the compliance position. Compliance data will be loaded to Digital MSI Service Level Management Reporting system, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	

REPORTING TOOLS	SCP Discovery tools Digital MSI CMDB Digital MSI Service Management system Digital MSI Software License Compliance tool Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Operations Management
METRIC OWNER	
METRIC REPORTING	☐ Monthly ☒ Quarterly ☐ Semi Annual

2 KEY SERVICE LEVELS

This Section sets forth qualitative descriptions of the Key Service Levels. The numerical Minimum Service Levels and commencement of obligations associated with such Key Service Levels are set forth in **Exhibit 3.1 Service Level Matrix**.

B.1 Service Catalog Effectiveness

SERVICE LEVEL NAME		
Service Catalog Effectiveness		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Service Catalog Effectiveness" measures the percentage of Service Catalog requests that are satisfied without the need for contact to the Service Desk.	
METRIC INCLUSIONS and DATA SOURCES	Service Requests for all Services offered in the Service Catalog.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	75.00%	
ALGORITHM	The Service Level calculation for "Service Catalog Effectiveness" is the total number of Service Requests which were initiated via Service Catalog, divided by the total number of Service Requests for Service Catalog offerings which were submitted in the Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Service Requests will be logged and tracked in the Digital MSI Service Management system. Service Requests will be categorized and assigned to teams who will work to fulfill the Service Request, and progress the request through the Request Management lifecycle. Service Catalog Offerings and Service Requests will be maintained in the Digital MSI Service Management system. Service Catalog and Service Request data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	
PERFORMANCE CATEGORY	Customer Experience	
METRIC OWNER		

METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.2.A Service Desk Customer Satisfaction

SERVICE LEVEL NAME		
Service Desk Customer Satisfaction		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Service Desk Customer Satisfaction" measures the average scores of the Customer satisfaction surveys taken on a random statistical sample of Customers that had a Service contact with the Successful Respondent during the Measurement Window. The surveys will be conducted in accordance with the Service Management Manual.	
METRIC INCLUSIONS and DATA SOURCES	Survey responses shall be on a five (5) point scale (with five (5) being the most satisfied) or shall reflect such other satisfaction criteria established pursuant to the survey design process.	
METRIC EXCLUSIONS	All survey questions related to SCP or non-Service Desk resolver teams.	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	4.06	
ALGORITHM	The Service Level calculation for "Service Desk Customer Satisfaction" is the sum of all scores for each response (question answered) for the Point of Service surveys that are returned during the applicable Measurement Window, divided by the total number of responses for all Point of Service surveys that are returned during the applicable Measurement Window. For months in which the total number of surveys returned is less than ten (10), the performance for this Service Level shall either be reported per the standard calculation, or be deemed to equal the Minimum Service Level target , whichever is higher.	
COLLECTION PROCESS	Based on a random sampling methodology, upon delivery of Service, a Customer satisfaction survey will be issued to the service recipient. Survey response data will be recorded in the Digital MSI Service Management survey tool. Survey responses will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	
REPORTING TOOLS	Digital MSI Service Management system survey tool Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	

PERFORMANCE CATEGORY	Customer Experience
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.2.B Constituent Help Desk Customer Satisfaction

SERVICE LEVEL NAME		
Constituent Help Desk Customer Satisfaction		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Constituent Help Desk Customer Satisfaction" measures the average scores of the Customer satisfaction surveys taken on a random statistical sample of Customers that had a Service contact with the Successful Respondent during the Measurement Window. The surveys will be conducted in accordance with the Service Management Manual.	
METRIC INCLUSIONS and DATA SOURCES	Survey responses shall be on a five (5) point scale (with five (5) being the most satisfied) or shall reflect such other satisfaction criteria established pursuant to the survey design process.	
METRIC EXCLUSIONS	All survey questions related to SCP or non-Constituent Help Desk resolver teams.	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	4.06	
ALGORITHM	The Service Level calculation for "Constituent Help Desk Customer Satisfaction" is the sum of all scores for each response (question answered) for the Point of Service surveys that are returned during the applicable Measurement Window, divided by the total number of responses for all Point of Service surveys that are returned during the applicable Measurement Window. For months in which the total number of surveys returned is less than ten (10), the performance for this Service Level shall either be reported per the standard calculation, or be deemed to equal the Minimum Service Level target, whichever is higher.	
COLLECTION PROCESS	Tracking and providing information regarding Constituent Help Desk Customer Satisfaction data will be the responsibility of the texas.gov Service Component Provider. The texas.gov SCP will monitor the customer satisfaction survey responses and track response content and statistics. The sum of all scores for each response (question answered) for the Point of Service surveys that are returned and the total number of responses for all Point of Service surveys that are returned will be entered into the Digital MSI Service Level Management Reporting system by the texas.gov Service Component Provider via Web Form template. The Service Level result will be calculated based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.	
REPORTING TOOLS	Texas.gov Service Component Provider survey tool Digital MSI Service Level Management Reporting system	

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Customer Experience
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.3.A Service Desk – Average Contact Time (Chat)

SERVICE LEVEL NAME		
Service Desk – Average Contact Time Chat		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Service Desk – Average Contact Time-Chat" measures the elapsed time from when an Authorized User asks for assistance via Chat with a Service Desk agent to when a Service Desk agent answers the Chat.	
METRIC INCLUSIONS and DATA SOURCES	All contacts with Service Desk where an Authorized User asks for assistance via Chat.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	<= 20 seconds	
ALGORITHM	The Service Level calculation for "Service Desk – Average Contact Time-Chat" is the average number of seconds, during the applicable Measurement Window, between the time the Authorized User selects to Chat with a Service Desk agent to the time the Chat is answered by a Service Desk agent.	
COLLECTION PROCESS	Tracking and providing information regarding average Chat answer time will be the responsibility of the MSI Service Desk. The Service Desk will monitor the Chat and Virtual Agent daily and track Chat answer performance. Average Chat answer statistics will be calculated and published by the Service Desk. The average number of seconds between the time when the end user selects to Chat with a Service Desk agent to the time the Chat is responded to by a Service Desk agent will be entered into the Digital MSI Service Level Management Reporting system by the Service Desk via Web Form template. The Service Level result will be calculated based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.	
REPORTING TOOLS	Digital MSI Chat and Virtual Agent tool Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR	
PERFORMANCE CATEGORY	Customer Experience	

METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.3.B Constituent Help Desk – Average Contact Time (Chat)

SERVICE LEVEL NAME		
Constituent Help Desk – Average Contact Time – Chat		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Constituent Help Desk – Average Contact Time-Chat" measures the elapsed time from when an Authorized User asks for assistance via Chat with a Constituent Help Desk agent to when a Constituent Help Desk agent answers the Chat.	
METRIC INCLUSIONS and DATA SOURCES	All contacts with Constituent Help Desk where an Authorized User asks for assistance via Chat.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	$\leq$ 60 seconds	
ALGORITHM	The Service Level calculation for "Constituent Help Desk – Average Contact Time-Chat" is the average number of seconds, during the applicable Measurement Window, between the time the Authorized User selects to Chat with a Constituent Help Desk agent to the time the Chat is answered by a Constituent Help Desk agent.	
COLLECTION PROCESS	Tracking and providing information regarding average Chat answer time will be the responsibility of the Constituent Help Desk. The Constituent Help Desk will monitor the Chat and Virtual Agent daily and track Chat answer performance. Average Chat answer statistics will be calculated and published by the Constituent Help Desk. The average number of seconds between the time when the end user's Chat is re-directed to live agent to the time the Chat is responded to by a live agent will be entered into the Digital MSI Service Level Management Reporting system by the Constituent Help Desk via Web Form template. The Service Level result will be calculated based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.	
REPORTING TOOLS	Constituent Help Desk Chat and Virtual Agent tool Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR	
PERFORMANCE CATEGORY	Customer Experience	
METRIC OWNER		

METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.4.A Service Desk – Average Contact Time (Phone)

SERVICE LEVEL NAME		
Service Desk – Average Contact Time – Phone		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Service Desk – Average Contact Time-Phone" measures the elapsed time from when an Authorized User initiates contact via phone with the Service Desk to when a Service Desk agent answers the call.	
METRIC INCLUSIONS and DATA SOURCES	All phone calls to the Service Desk.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	$\leq$ 27 seconds	
ALGORITHM	The Service Level calculation for "Service Desk – Average Contact Time-Phone" is the average number of seconds, during the applicable Measurement Window, between the time the Authorized User first selects a menu option on the IVR or Automatic Call Distribution System, asking for assistance by a Service Desk agent to the time the call is answered by a Service Desk agent.	
COLLECTION PROCESS	Tracking and providing information regarding average call answer time will be the responsibility of the MSI Service Desk. The Service Desk will monitor the IVR/ACD system daily and track call answer performance. Average call answer statistics will be calculated and published by the Service Desk. The average number of seconds between the time the caller first selects a menu option on the IVR / ACD system for assistance by a live support technician to the time the phone call is verbally answered by a live support technician ready to start working on the call will be entered into the Digital MSI Service Level Management Reporting system by the Service Desk via Web Form template. The Service Level result will be calculated based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.	
REPORTING TOOLS	Digital MSI IVR/ACD system Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	
PERFORMANCE CATEGORY	Customer Experience	

METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.4.B Constituent Help Desk – Average Contact Time (Phone)

SERVICE LEVEL NAME		
Constituent Help Desk – Average Contact Time – Phone		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Constituent Help Desk – Average Contact Time-Phone" measures the elapsed time from when a Constituent initiates contact via phone with the Constituent Help Desk to when a Help Desk agent answers the call.	
METRIC INCLUSIONS and DATA SOURCES	All phone calls to the Constituent Help Desk.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	$\leq$ 60 seconds	
ALGORITHM	The Service Level calculation for "Constituent Help Desk– Average Contact Time-Phone" is the average number of seconds, during the applicable Measurement Window, between the time the Constituent first selects a menu option on the IVR or Automatic Call Distribution System, asking for assistance by a Help Desk agent to the time the call is answered by a Help Desk agent.	
COLLECTION PROCESS	Tracking and providing information regarding average call answer time will be the responsibility of the Constituent Help Desk. The Constituent Help Desk will monitor the IVR/ACD system daily and track call answer performance. Average call answer statistics will be calculated and published by the MSI Constituent Help Desk. The average number of seconds between the time the caller first selects a menu option on the IVR / ACD system for assistance by a live support technician to the time the phone call is verbally answered by a live support technician ready to start working on the call will be entered into the Digital MSI Service Level Management Reporting system by the Constituent Help Desk via Web Form template. The Service Level result will be calculated based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.	
REPORTING TOOLS	Constituent Help Desk IVR/ACD system Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	
PERFORMANCE CATEGORY	Customer Experience	

METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.5.B Constituent Help Desk – Average Contact Time (Email)

SERVICE LEVEL NAME		
Constituent Help Desk – Average Contact Time – Email		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Constituent Help Desk – Average Contact Time-Email" measures the elapsed time from when a Constituent sends an Email to the Constituent Help Desk to when a Help Desk agent creates and assigns the ticket to a resolver queue.	
METRIC INCLUSIONS and DATA SOURCES	All emails to the Constituent Help Desk.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	$\leq$ 24 hours	
ALGORITHM	The Service Level calculation for "Constituent Help Desk – Average Contact Time-Email" is the average number of hours, during the applicable Measurement Window, between the time the Constituent sends an email to the Constituent Help Desk to the time the ticket is created and assigned to a resolver queue.	
COLLECTION PROCESS	Tracking and monitoring email contacts will be the responsibility of the Constituent Help Desk. Emails received will be assessed and logged and tracked in the Constituent Help Desk Service Management system for assignment to teams who will work to resolve the Incident or fulfill the request. The average number of seconds between the time when the end user's email is sent to the Constituent Help Desk and the time the Incident or request is assigned to a resolver team or is being worked by the Constituent Help Desk will be entered into the Digital MSI Service Level Management Reporting system by the Constituent Help Desk via Web Form template. The Service Level result will be calculated based on the Web Form data. Supporting documentation containing details of the data measured and validated will be attached to the Web Form.	
REPORTING TOOLS	Constituent Help Desk Service Management system Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	
PERFORMANCE CATEGORY	Customer Experience	

METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.6 Solution Proposal Delivery

SERVICE LEVEL NAME		
Solution Proposal Delivery		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components TSS Service Components MSS Service Components Texas.gov Service Components MSI Service Components
METRIC DESCRIPTION	The Service Level for "Solution Proposal Delivery" measures the percentage of time Service Provider delivers a viable proposal to Customers within the committed timeframes, in response to a solution request. Requests are worked in the approved prioritization order of the DIR Customers. Following validation of requirements by Successful Respondent, the Service Provider shall deliver a proposal for each request within the timeframes as listed below: • Extra Small within 1 Business Day • Small within 11 Business Days • Medium within 22 Business Days • Large within 33 Business Days • Very Large within 44 Business Days When a proposal is delivered, it must include a committed timeframe for project implementation specified as Business Days from the time the project is assigned to the project pool to the implementation completion. This committed number of Business Days will be used in the "Solution Implementation" Service Level. Specific size criteria and guidelines shall be maintained in the SMM.	
METRIC INCLUSIONS and DATA SOURCES	Each proposal submitted to Customers will be counted as a measurable event. If there are multiple proposals for one request due to requirements changes then subsequent iterations will be counted as another event. Each will count as an event and an opportunity to succeed or fail.	
METRIC EXCLUSIONS	Service Requests	
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	97.00%	

ALGORITHM	The Service Level calculation for "Solution Proposal Delivery" is the total number of solution proposals that are delivered within the committed timeframes, divided by the total number of delivered proposals plus the total number of open proposals that have exceeded the committed timeframes, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if a solution proposal request is opened within the current Measurement Window, but its relevant committed timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such request is actually delivered in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open solution proposal request that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until delivered; if it is delivered within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until delivered.
COLLECTION PROCESS	Solution Proposal requests will be logged and tracked in the Digital MSI Service Management system as a Service Request. Solution proposal requests will be categorized and assigned to teams who will work to deliver a proposal, and progress the request through the Request Management lifecycle. Solution Proposal data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Customer Experience
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.7 Resolution Time – Sev 3 and 4 - Enterprise

SERVICE LEVEL NAME		
Resolution Time – Sev 3 and 4 – Enterprise		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components Texas.gov Service Components TSS Service Components MSS Service Components MSI Service Components
METRIC DESCRIPTION	The Service Level for "Resolution Time – Sev 3 and 4 – Enterprise" measures the percentage of time Service Provider Resolves Severity Levels 3 and 4 Incidents within the applicable timeframes. If an Incident is escalated to Severity 3, then the Resolution Time clock restarts upon escalation to Severity 3. See the SMM for how to measure performance when the Severity Level of an Incident changes.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Severity 3 and 4 Incidents. The applicable resolution timeframes are listed below. Severity Level 3 - The Incident shall be Resolved within 1620 minutes (i.e. 27 hours or 3 Business Days) where such minutes shall be measured only between 8:00 AM and 5:00 PM inclusive on Business Days. Severity Level 4 – The Incident shall be Resolved within 3780 minutes (i.e. 63 hours or 7 Business Days) where such minutes shall be measured only between 8:00 AM and 5:00 PM inclusive on Business Days.	
METRIC EXCLUSIONS	Incidents related to Mainframe Batch Job ABENDs, backups (in any Service Component), or Print-Mail Equipment. Incidents related to SCPs with a Key Service Level Type for this Related Service Level.	
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	98.00%	
ALGORITHM	The Service Level calculation for "Resolution Time – Sev 3 and 4 – Enterprise" is the total number of Severity 3 and 4 Incidents for which the Resolution Time is less than or equal to the relevant resolution timeframe, divided by the total number of resolved Incidents plus the total number of open Incidents that have exceeded the relevant resolution timeframe, with the result expressed as a percentage. For purposes of clarity, note the following:	

	(a) if an Incident is opened within the current Measurement Window, but its relevant resolution timeframe extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such Incident is actually Resolved in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open Incident that has exceeded the relevant resolution time is also carried forward into subsequent Measurement Windows as a breach until Resolved; if it is resolved within twenty-eight (28) days following its relevant resolution timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the resolution timeframes in each subsequent Measurement Window's calculation until resolved.
COLLECTION PROCESS	Incidents will be logged and tracked in the Digital MSI Service Management system. Incidents will be categorized and assigned to teams who will work to resolve and progress the Incident through the Incident Management lifecycle. Incident data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Incident and Problem
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.8 Change Management Effectiveness – Enterprise

SERVICE LEVEL NAME		
Change Management Effectiveness – Enterprise		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components Texas.gov Service Components TSS Service Components MSS Service Components MSI Service Components
METRIC DESCRIPTION	The Service Level for "Change Management Effectiveness – Enterprise" measures the percentage of time Service Provider successfully implements Changes to the Services.	
METRIC INCLUSIONS and DATA SOURCES	Changes are not successfully implemented if they: (i) do not comply with the Change Management procedures (including the Change Control Process), the SMM and, except as specified in clause (iii) to this sentence, any associated project plan, (ii) cause either a Severity 1 Incident or Severity 2 Incident, (iii) exceeded the change window, (iv) are backed out, or (v) partial success of change is backed out or unsuccessful.	
METRIC EXCLUSIONS	Change Request tickets to implement Filters/Signatures (measured in MSS A.5.1) and/or Patches (measured in MSS A.5.6).	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	98.00%	
ALGORITHM	The Service Level calculation for "Change Management Effectiveness – Enterprise" is the number of Changes that are successfully implemented by Service Provider, divided by the number of Changes implemented by Service Provider, with the result expressed as a percentage. Changes will be reported in the Measurement Window that the Change ticket is closed, allowing sufficient time to determine if the Change was successful.	
COLLECTION PROCESS	Changes will be logged and tracked in the Digital MSI Service Management system. Changes will be documented, categorized, and assigned to implementer teams who will work to plan, review, obtain approvals, and progress the change through the Change Management lifecycle. Change data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	

REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Service Management
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.9 Data Quality - Enterprise

SERVICE LEVEL NAME		
Data Quality – Enterprise		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components TSS Service Components Texas.gov Service Components
METRIC DESCRIPTION	The Service Level for "Data Quality" measures the percentage of critical attributes for key processes that meet the data quality standard. The key processes, associated critical attributes and business rules will be maintained in the SMM.	
METRIC INCLUSIONS and DATA SOURCES	Definitions for purposes of this Service Level: "**Key processes**" mean those processes that are foundational to the delivery of services (e.g., Major Incident Management, Refresh), as defined in the SMM. "**Critical attributes**" mean the attributes associated with the Configuration Items for which quality data is necessary to successfully operate the key processes (e.g. operating system, operating system version), as defined in the SMM. "**Business rules**" mean the set of checks that will be performed to on an attribute to determine quality, as defined in the SMM.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	N/A	
DAYS OF MEASUREMENT	N/A	
MINIMUM SERVICE LEVEL	98.00%	
ALGORITHM	The Service Level calculation for "Data Quality" is the total number of attributes that meet data quality standards for the CIs measured during the applicable Measurement Window, divided by the total number of attributes for the CIs measured during the applicable Measurement Window, with the result expressed as a percentage.	

COLLECTION PROCESS	The initial set of key process areas included in the measurement are: Major Incident Management, Software License Compliance, Software License Renewal, Technology Refresh, Security Information Management, and Financial Management. Key processes will be confirmed at the beginning of transition. Critical attributes and applicable business rules used to measure data quality will be assessed and agreed on during transition. Data quality business rules will be run against the selected attributes on a regular basis within the Measurement Window. Data quality output will be loaded into the Digital MSI Service Level Reporting system on a regular basis within the Measurement Window, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Operations Management
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.10 Incident Communication

SERVICE LEVEL NAME		
Incident Communication		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Incident Communication" measures the percentage of time Service Provider provides the notices to the applicable Authorized Users within the following timeframes with respect to Severity 1 Major Incidents and that are not Resolved in less than one (1) hour from the Start Time for such Incident. • First notice: Within one hour of Incident ticket creation • Subsequent notices: every 60 minutes A "notice" is defined as • Verbal communication to Authorized User, as documented in the ticket • Bridge call including Authorized User, as documented in the ticket • Email to Authorized User, as documented in the ticket Such notices shall not be deemed to have been provided unless (a) the Authorized User that reported the Incident has been contacted by the Service Provider and such notice of status has been provided or (b) Service Provider has left a voice mail (or if not possible because the Authorized User does not have a voice mail box, sent an email or attempted some other reasonable means of communication) for the Authorized User. Severity 1 security Incidents are only required to have communications once every twenty-four (24) hours.	
METRIC INCLUSIONS and DATA SOURCES	Includes all Major Incidents where a Severity 1 service restoration incident has been identified.	
METRIC EXCLUSIONS	Severity 1 Incidents for Bronze and Semi-Managed Tier servers and the applications residing on those servers, Severity 2, 3 and 4 Incidents.	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365(366)	
MINIMUM SERVICE LEVEL	91.00%	
ALGORITHM	The Service Level calculation for "Incident Communication" is the total number of Severity 1 Major Incidents that are resolved during the applicable Measurement Window, that have actual Resolution Times of greater than one (1) hour and for which Service Provider provided the applicable Authorized User the required notice(s), divided by the total number of Severity 1 Major Incidents, that are resolved during the applicable Measurement Window and that have actual Resolution Times of greater than one (1) hour, with the result expressed as a percentage.	

COLLECTION PROCESS	Incidents will be logged and tracked in the Digital MSI Service Management system. Incidents will be categorized and assigned to resolver teams who will work to resolve and progress the Incident through the Incident Management lifecycle. Resolvers will make Work Notes entries in the Incident record of Severity 1 Incidents that are unresolved after 1 hour, each time the applicable authorized user is provided required notice. Incident data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Service Management
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.11 DR Test Report Delivery

SERVICE LEVEL NAME			
DR Test Report Delivery			
SERVICE LEVEL TYPE	Key Service Level		
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A	
METRIC DESCRIPTION	The Service Level for "DR Test Report Delivery" measures the percentage of time Service Provider delivers DR test reports within 30 calendar days of the scheduled DR test. The Disaster Recovery test schedule is documented by the Service Provider in the annual DR Test Plan, and may be modified prior to the test, per the rescheduling procedure maintained in the SMM.		
METRIC INCLUSIONS and DATA SOURCES	Includes DR tests for Customer applications as well as Service Provider DR tests for infrastructure applications and data centers, as defined in the SMM.		
METRIC EXCLUSIONS	N/A		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365 (366)		
MINIMUM SERVICE LEVEL	91.00%		
ALGORITHM	The Service Level calculation for "DR Test Report Delivery" is the total number of DR test reports timely delivered, divided by the total number of DR test reports due within the Measurement Window, with the result expressed as a percentage. A DR test report is deemed as not delivered timely if a DR test is not completed as scheduled or is not scheduled.		
COLLECTION PROCESS	As part of the MSI's overall role in DR Planning, the MSI is responsible for the scheduling and execution of DR Tests. The SCP works with the MSI on the planning and execution of the tests and the MSI reports back to DIR and the Agencies on the DR Tests performed in scheduled testing window. Tracking and providing information regarding whether the Disaster Recovery (DR) Tests were performed and whether the DR Rest Reports were delivered on time will be the responsibility of the SCP with oversight provided by MSI. The total number of DR Test Reports timely delivered and the total number of DR Test Reports due will be entered into Digital MSI Service Management system by the MSI DR Team. The Service Level result will be calculated based on the Digital MSI Service Management system DR module. Supporting documentation containing details of the DR Test Reports measured and validated will be attached to the Digital MSI Service Management system DR module.		
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system		

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Service Management
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.12 DR Test Plan Objectives Met

SERVICE LEVEL NAME				
DR Test Plan Objectives Met				
SERVICE LEVEL TYPE	Key Service Level			
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A		
METRIC DESCRIPTION	The Service Level for "DR Test Plan Objectives Met" measures the percentage of time Service Provider(s) successfully tests (as defined in the SMM) Customer and Service Provider infrastructure. If a test is unsuccessful, Service Provider must remediate and successfully re-perform any failed test within ninety (90) days following the initially scheduled test (or such longer period as may be agreed upon by the Parties). The measurement is calculated based on successfully completing the overall test objective, which must be defined before the test. Test objectives relating to the Service Provider's scope of responsibility apply to this SLA. For purposes of clarity, note that an objective may be met successfully even if issues are identified, provided that the overall objective is met.			
METRIC INCLUSIONS and DATA SOURCES	All DR tests scheduled and performed in the Measurement Window.			
METRIC EXCLUSIONS	Test objectives that are outside the scope of the Service Provider.			
HOURS OF MEASUREMENT	N/A			
DAYS OF MEASUREMENT	N/A			
MINIMUM SERVICE LEVEL	91.00%			
ALGORITHM	The Service Level calculation for "DR Test Plan Objectives Met – Enterprise" is the total number of DR tests that are (i) successfully completed or (ii) successfully completed with issues, divided by the total number of DR tests performed during the applicable Measurement Window, with the result expressed as a percentage.			
COLLECTION PROCESS	Tracking and providing information regarding whether the Disaster Recovery (DR) test plan objectives were met will be the responsibility of the SCP with oversight provided by MSI. The total number of DR Tests that are (i) successfully completed or (ii) successfully completed with issues, and the total number of DR Tests performed, will be entered into Digital MSI Service Management system by the MSI DR Team. The Service Level result will be calculated based on the Digital MSI Service Management system DR module. Supporting documentation containing details of the DR Tests measured and validated will be attached to the Digital MSI Service Management system DR module.			
REPORTING TOOLS	Digital MSI Service Level Management Reporting system Digital MSI Service Management system			

RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Service Management
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.13 License and Maintenance Renewal Timeliness - Enterprise

SERVICE LEVEL NAME		
License and Maintenance Renewal Timeliness – Enterprise		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components
METRIC DESCRIPTION	The Service Level for "License and Maintenance Renewal Timeliness – Enterprise" measures the timeliness of all software license and hardware maintenance renewals and installs as appropriate managed by Service Provider. Expirations for software license and hardware maintenance are maintained in the Digital MSI Service Management system.	
METRIC INCLUSIONS and DATA SOURCES	This SLA includes the renewal and installation of software licenses (including infrastructure stack and DCS Customer SSC software) included in the Agreement and hardware maintenance agreements included in DCS Customer Hardware Service Charges (HSC).	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	99.50%	
ALGORITHM	The Service Level calculation for "License and Maintenance Renewal Timeliness – Enterprise" is the total number of license or maintenance renewals processed and installed as appropriate prior to their expiration divided by the total number of license or maintenance agreements scheduled to expire within the Measurement Window. For months in which the total volume of license renewals is low, such that missing two or more renewals would result in a miss of a Minimum Service Level target, Successful Respondent will provide current proof of entitlements, license renewal dates, and maintenance renewal dates to the MSI. Data will be maintained in the MSI Contract Management Module. A License and Maintenance Renewal Report will compare renewals that are due in the Measurement Window against those that met or failed the target renewal date. Software and hardware renewals and software installations as appropriate will be logged and tracked in the MSI ITSM system. Successful Respondent will receive a Service Request to renew from the MSI ITSM system. When appropriate a Change Request will be issued to install software. Software renewal installations will be categorized and assigned to resolver teams who will work to fulfill the request. Software and hardware renewal data will be uploaded to the MSI on a daily basis.	

COLLECTION PROCESS	Service Component Providers (SCPs) will provide current proof of entitlements, license renewal dates, and maintenance renewal dates to the MSI. Data will be maintained in the Digital MSI Service Management system. A License and Maintenance Renewal Report will compare renewals that are due in the Measurement Window against those that met or failed the target renewal date. Software and hardware renewals and software installations as appropriate will be logged and tracked in the Digital MSI Service Management system. SCPs will receive a request to renew from the Digital MSI Service Management system. When appropriate a Change Request will be issued to install software. Software renewal installations will be categorized and assigned to resolver teams who will work to fulfill the request. Software and hardware renewal data will be uploaded to the Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Service Management
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual

B.14 Accurate Incident Assignment

SERVICE LEVEL NAME		
Accurate Incident Assignment		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	U	N/A
METRIC DESCRIPTION	The Service Level for "Accurate Incident Assignment" measures the accuracy of the MSI-assigned Incident tickets to the appropriate provider (SCP or MSI).	
METRIC INCLUSIONS and DATA SOURCES	All Incidents including those initiated by the Service Desk, through the service catalog, and through automated methods.	
METRIC EXCLUSIONS	N/A	
HOURS OF MEASUREMENT	24x7	
DAYS OF MEASUREMENT	365 (366)	
MINIMUM SERVICE LEVEL	96.50%	
ALGORITHM	The Service Level calculation for "Accurate Incident Assignment" is the total number of Incidents that are resolved during the applicable Measurement Window, divided by the total number of Incidents that required resolver team reassignment during the applicable Measurement Window, with the result expressed as a percentage.	
COLLECTION PROCESS	Incidents will be logged and tracked in the Digital MSI Service Management system. Incidents will be categorized and assigned to resolver teams who will work to resolve and progress the Incident through the Incident Management lifecycle. For Incidents requiring reassignment, the MSI will track reassignments and reassignment reason code. Incident data will be loaded to the Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.	
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system	
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.	
PERFORMANCE CATEGORY	Service Management	
METRIC OWNER		
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual	

B.15 Invoice Dispute Resolution - Enterprise

SERVICE LEVEL NAME		
Invoice Dispute Resolution – Enterprise		
SERVICE LEVEL TYPE	Key Service Level	
SHARE TYPE and CORRESPONDING METRIC(S)	R	TPC Service Components Mainframe Service Components PMD Service Components PCM Service Components SecOps Service Components Texas.gov Service Components TSS Service Components MSS Service Components MSI Service Components
METRIC DESCRIPTION	The Service Level for "Invoice Dispute Resolution – Enterprise" measures the percentage of invoice disputes that are resolved within twenty (20) Business Days.	
METRIC INCLUSIONS and DATA SOURCES	N/A	
METRIC EXCLUSIONS	Invoice Disputes related to SCPs with a Key Service Level Type for this Related Service Level.	
HOURS OF MEASUREMENT	8:00 AM – 5:00 PM	
DAYS OF MEASUREMENT	Business Days	
MINIMUM SERVICE LEVEL	97.00%	

ALGORITHM	The Service Level calculation for "Invoice Dispute Resolution – Enterprise" is the total number of invoice disputes that are completed within twenty (20) Business Days of create date in the Digital MSI Service Management system divided by the total number of completed invoice disputes plus the total number of open invoice disputes that have exceeded twenty (20) Business Days, with the result expressed as a percentage. For purposes of clarity, note the following: (a) if an invoice dispute is initiated within the current Measurement Window, but the twenty Business Days extends beyond the end of the current Measurement Window, then it is excluded from the current Measurement Window's calculation (unless such dispute is actually completed in the current Measurement Window, in which case it is included in the current Measurement Window's calculation) (b) an open invoice dispute that has exceeded the committed timeframe is also carried forward into subsequent Measurement Windows as a breach until completed; if it is completed within twenty-eight (28) days following its relevant committed timeframe, it is excluded from the subsequent Measurement Window; otherwise, it is counted as failed to meet the committed timeframes in each subsequent Measurement Window's calculation until completed.
COLLECTION PROCESS	Invoice Disputes will be logged in ITFM and tracked in the Digital MSI Service Management system as an Invoice Dispute. Invoice Dispute requests will be categorized and assigned to teams who will work to research and resolve the dispute and progress the request through the Invoice Dispute lifecycle. Invoice Dispute data will be loaded to Digital MSI Service Level Management Reporting system on a daily basis, where the Service Level result will be calculated and reported based on appropriate measurement criteria.
REPORTING TOOLS	Digital MSI Service Management system Digital MSI Service Level Management Reporting system
RAW DATA STORAGE (ARCHIVES)	Data used to calculate the Service Level result for reporting will be stored in the Digital MSI Service Level Management Reporting system database, which will be accessible to users via report drill-down functionality for a rolling 13 months. An additional 23 months of data will be archived and made available via the Digital MSI Service Level Management Reporting system upon request by DIR.
PERFORMANCE CATEGORY	Business Management
METRIC OWNER	
METRIC REPORTING	☒ Monthly ☐ Quarterly ☐ Semi Annual